NEXT GENERATION GOVERNMENT
High speed broadband, new sophisticated online services, social media, widespread mobile access and advanced wireless applications are driving fundamental changes in the way Australians expect to interact with government. The public is also demanding greater accountability, transparency, inclusiveness and efficiency.

While e-government initiatives can deliver short-term improvements in day-to-day operations, forward-looking government agencies are looking to adopt a more strategic, business-focused approach. This recognises the need for ICT systems to support a more holistic transformation across government agencies; one that enables tightly integrated business processes, closer collaboration and greater public inclusion, while making robust security, accountability and transparency part of every operation.

A vision for Next Generation Government

To help your agency deliver on this transformation, Telstra has developed a vision, a framework and a delivery model for Next Generation Government.

Our vision describes a maturity state that is reached once e-government has been adopted as ‘business as usual’, and government agencies start to leverage technology to become not just more productive, but also more collaborative, inclusive, responsive and innovative to meet public and political demands for greater value.

We deliver on this vision through a unique combination: Telstra Next Generation Services™, Telstra’s network-enabled solutions and Telstra carrier-grade networks.

Our business and technology experts use best in class methodologies to deploy solutions that enable your agency to deliver Next Generation Government. Your solutions are fully integrated into our far-reaching networks with government-grade security and reliability. This enables you to make them available to whoever you choose, wherever and however you choose – via mobile phone, computer or service desk across multiple channels, including video, voice, web and SMS.

Delivering on your goals

Telstra’s Next Generation Government vision can help your staff work more productively, wherever they are, by delivering applications across mobiles and desktops with appropriate security and authentication. We can support initiatives to tighten collaboration within and between agencies through unified communications with presence, location and affordable video conferencing integrated into everyday applications.

To streamline inter-agency, cross-portfolio and multi-jurisdictional collaboration, Telstra can work with you to connect your systems and help remove ICT barriers within and between government agencies. We can also introduce cloud services across government to dramatically lower costs.

If you are looking to deliver equitable, citizen-centric services on multiple platforms and devices, we can provide secure access across Australia’s most broad-reaching networks. We can also help you to consult with citizens and key stakeholders through video conferencing and online forums.

With a more agile network-centric platform, you can respond more rapidly to policy and resource requirements. Leveraging our leading-edge technology can help you deliver greater value through innovations and cost reductions.
INNOVATIVE GOVERNMENT

Telstra’s solutions for Next Generation Government create a platform for innovation, supporting the development of proactive policy and flexible service delivery. They include:

- Agile, cloud services delivered across environments and devices
- Flexible anywhere, anytime customer service and support
- Smart, integrated Web 2.0 and mobile applications
- Innovative Telstra products and partnerships

RESPONSIVE GOVERNMENT

Next generation solutions mean faster and more responsive to the changing demands of citizens. Fast, secure, and reliable contact centre staffed to be ready for disaster management in a single point (such as service desk) as well through multi-channel, multi-customer, and multi-organization environments. They also help effective decision making by bringing together effective citizen-centric service delivery and the required emergency responses. To help agencies achieve this, Telstra provides the following:

- Multi-channel contact centres and callback services
- Community safety solutions
- Secure payments
- Single citizen identity
- Mobile integration
- Shared services deployment

INCLUSIVE GOVERNMENT

Government agencies are looking to establish more inclusive decision-making by harnessing new technologies to engage and serve all citizens and communities. They are also working to open up public service delivery to greater use through technologies, such as Web 2.0 and mobile, and they are increasingly ensuring citizens’ satisfaction of government services, programs, and regulations. By consulting widely on policies and programs development and delivery, government can harness the best ideas and views of the diverse and varied citizen. Telstra can help achieve this level of inclusiveness by providing:

- Flexible channels for citizen engagement—via mobile phone, web browser, kiosk, service desk, or landline
- Data security and integrity to keep information secure and confidential

COLLABORATIVE GOVERNMENT

Next Generation Government depends on close collaboration between agencies to reduce waste, fraud and abuse and provide a more coordinated response to events. To help agencies work together more efficiently, Telstra provides:

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PRODUCTIVE GOVERNMENT

Next Generation Government depends on closer collaboration between agencies to reduce waste, fraud and abuse and provide a more coordinated response to events. To help agencies work together more efficiently, Telstra provides:

- Smart collaboration tools, shared contact centres and cost-effective ways to meet outsourcing video conferencing and telepresence
- Connected systems, secure storage and hosted applications which allow data from all agencies to be shared and analysed for more effective tailored policy and emergency decision making, and improved in real-time allowing decisions to be made, accountable, transparent government
**PRODUCTIVE GOVERNMENT**

Qualified, Telstra experts will help your agency move to a ‘whole of business’ and ‘whole of government’ ICT architecture that improves productivity through streamlined, paperless processes, shared workloads and technology solutions. We have the depth of experience and proven methodologies to provide fast, secure, mobile access to business applications, easy video conferencing and strategies for a distributed workforce.

**Efficient communications**

Telstra Unified Communications open up time-saving, efficient ways for government staff to communicate from anywhere through voice, Instant Messaging (IM), SMS, data transmission and the convenience of a single consolidated inbox. Rich media options – from video conferencing right up to the latest Telepresence suites – enable staff to collaborate naturally and debate policy with global counterparts across multiple locations and devices.

**Flexible working**

Telstra’s innovative mobile solutions enable remote government workers to access and synchronise data from government line-of-business systems via the Next G™ network. Sensitive information can be protected through Telstra iPass authentication. Telstra solutions can also help track government vehicles and manage remote worker productivity by capturing job activity, timesheets and locations. And Telstra Integrated Messaging enables you to use automated SMS to update field workers or notify them in an emergency.

**By choosing a single Telstra network platform, your agency can reduce duplication and the inefficiencies of multiple providers. Our high-speed networks provide fast access to large documents and multimedia files, and our Quality of Service features enable prioritisation of your application across the network to keep government services and applications functioning at peak. Plus the superior Next G™ network coverage reaches 99% of the population right across Australia. This means government staff can access email, data and applications on their mobiles from more places.**

**COLLABORATIVE GOVERNMENT**

Telstra experts can help you to deploy new collaboration capabilities within your agency or across multiple organisations. We offer assessment, design, transition, build and implementation services with coordination across multiple vendors. With Telstra, you can be confident that these will be engineered to meet the availability, capacity, business continuity, security and service levels required.

**Shared contact centres**

Telstra can provide the specialist skills and knowledge you need to configure your contact centre to integrate multiple systems and applications, and deliver whole of government or shared services. Our in-depth understanding is complemented with a suite of web-based solutions – from call recording to analytics and dialler on demand – plus a full portfolio of enterprise speech and IVR solutions.

**Smart collaboration**

To help improve cross-agency collaboration, Telstra can integrate IP Telephony, video conferencing, presence and mobility applications, giving you a highly secure environment for virtual meetings. Plus our Microsoft® Online Services (MOS) enables you to lease collaboration software online for a fixed monthly fee per user reducing capital costs.

**Connected systems and secure data sharing**

Telstra Cloud Computing offers a smarter way of sharing services and data between agencies. Qualified professionals work with your team to secure your enterprise applications in our locally-hosted cloud, making them available across Telstra’s mobile and broadband networks. You get immediate access to powerful, state-of-the-art server farms, unlimited local storage and security up to the highest levels. This provides you with secure, reliable and sustainable ICT, smarter management of resources and budgets and far greater flexibility.

**Telstra networks**

Telstra networks have built a high level of security and monitoring capability within the infrastructure at every layer across all technologies. As a result, the Telstra Next IP™ core network provides 99.999% target reliability. With such reliable transmission of real-time video, voice, data, IM, presence and location-based information, they provide the ideal foundation for collaboration between and across agencies. And with flexible connectivity in more places via the Telstra Next IP™ network and Next G™ network they can extend rich collaboration capabilities to your mobile users – across applications and devices.
INCLUSIVE GOVERNMENT

Knowledgeable, experienced Telstra experts who understand government requirements and possess the relevant security clearances, will work with your agency to deliver solutions that make provision for citizens to contribute to policy and program development from wherever they are in the most convenient way – via a mobile phone, web browser, kiosk or fixed phone.

Flexible citizen engagement

Our experienced engineers can integrate mobile applications and provide automated SMS/MMS and mass email to rapidly poll, seek comments and update communities or individuals on the status of services, policies or individual concerns. We complement this with a portfolio of contact centre solutions featuring multi-channel communications so that government staff can contact citizens online, via voice, video, email, fax and web chat to discover their views on policy, programs and service delivery. Plus for convenient dissemination of information, Telstra’s Microsoft® SharePoint® Online service can be used to establish secure web portals where government staff can publish reports, videos, calendars and wikis where stakeholders can share their views.

Robust data and security

To support effective citizen engagement and trusted service delivery it is essential that government information and data is available, protected and authentic. Telstra Managed Security enables your agency to protect citizen information, program data and critical government IT systems without the expense of buying, integrating and maintaining multiple solutions. We provide firewalls, intrusion protection, content security and filtering to help combat known and emerging threats. We also offer a flexible, high-performance storage infrastructure with automatic backup, disaster recovery and built-in security from Telstra’s highly secure government-grade data centres. All data is stored in Australia, keeping it under local jurisdiction to comply with government requirements.

TELstra can help your agency integrate new capabilities, toolsets and models across the Telstra networks so that you can engage more directly with Australian stakeholders on policies and programs, and survey citizen satisfaction on government services.

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TELstra can equip your people with effective systems and technologies to deliver routine and emergency services through single and multi-point modes. We can also help you leverage shared services models to coordinate your response with other government agencies.

RESPONSIVE GOVERNMENT

Telstra Next Generation Services™ provides an enterprise ICT strategy coupled with world-class consulting and integration services to help your government agency migrate towards new network-enabled business models that make it easier to respond jointly with other agencies and obtain greater visibility to improve decision-making, anticipate future resource needs and provide more responsive service.

Multi-channel service delivery

Telstra® Telephony, video conferencing, presence and mobility solutions open up affordable ways of managing citizen interactions, such as chronic and aged healthcare consultations, translation services, legal aid and support for people in remote communities. Telstra contact centre and enterprise speech solutions can also help government agencies manage service enquires rapidly and effectively using multi-channel communications.

Community safety

The Telstra Emergency Warning System enables government agencies to send targeted communications to individuals in danger zones. Automated phone calling issues instructions or directs them to a website, public radio service or 1800 number for updates. Telstra Cell On Wheels helps government agencies communicate during emergencies by rapidly deploying a transportable Next G™ network mobile base station in locations where there is no power or transmission.

Secure payments

Telstra’s dedicated IP payments network enables citizens to pay for government services online, over the phone or in person. This provides the security compliance and the flexibility you need, without investing in or maintaining costly infrastructure.

Single citizen identity

Telstra offers two or multi-factor authentication using combinations of an online portal, SMS, voice, car or device-based authentication mechanisms. This enables agencies to authenticate the location and identity of an individual through a mobile phone with a SIM card or microchip on board.

TELstra SOLUTIONS

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TELstra NETWORKS

TELstra is in the unique position of being able to secure the entire chain of communications and transactions between your government agency’s ICT and the public. This is because we provide visibility from the core network infrastructure (Layer 1) right up to the applications (Layer 7). And to ensure greater equity of access for all Australians, the Telstra Next IP™ network is fully integrated with the Next G™ network, which extends to 99% of the population, reaching more people in more remote areas.*

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Telstra will work with your government agency to create a platform for innovation that gives you the ability to rapidly develop new programs, services and policies to provide smarter government, while conserving capital expenditure.

INNOVATIVE GOVERNMENT

Telstra Next Generation Services™ can work with you to design, plan, test and deploy innovative solutions that leverage new and emerging technologies. Our engineering and technology architecture capabilities are broad and deep. We have an exceptional Australian skill base of qualified engineers, product specialists and project managers experienced in designing, building and implementing Next Generation Government solutions. We offer both professional and managed services.

Cloud services

Telstra Cloud Computing provides the perfect platform for innovation. You can rapidly deploy the applications, servers, storage and security you need, dramatically lowering provisioning time. You can also run custom applications, pilot new solutions and store data in Telstra’s data centres to get projects up and running quickly without the need for costly upgrades or new hardware.

Flexible customer service and support

Telstra offers an innovative Web Contact Centre solution, which is ideal for agencies that need to quickly establish customer support for new services and who don’t want a large capital investment or additional onsite equipment. This cost-effective managed solution gives the public the choice to contact government agencies by telephone, email, fax, web chat or web call-back.

Multi-channel, mobile solutions

Telstra provides design, integration, implementation and management services to help agencies establish innovative services with multimode delivery capabilities, leveraging unified communications across integrated voice, video, presence and mobility applications.

Innovative solutions

Telstra can respond rapidly to government’s requests with innovative solutions including speech recognition self-service and voice authentication. We also partner with government to develop innovative solutions, collaborating closely and sharing both risk and profits.

The Telstra Next IP™ core network provides 99.999% target reliability. This superior level of network protection and uptime means your organisation can confidently deploy innovative services and solutions, confident that Telstra’s networks will provide resilient communications, voice, video and data, and support the secure interoperability and information-sharing you need. Robust Service Level Agreements help ensure that services perform at peak with appropriate levels of reliability and security.

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Better citizen services? Smarter collaboration? Shared services?

Bring us your vision. Or your challenges. In return we’ll bring you the wisdom of one of Australia’s largest and most experienced Next Generation Government project delivery and technical field forces.

Professional integration into Australia’s largest networks

As Telstra networks become smarter and government applications become more and more embedded in the network, it’s important to work with experts who have complete visibility into Telstra’s networks and who know how to ensure the optimum experience for unified identity, presence, authentication, video and location services.

Accredited Telstra Next Generation Services™ professionals will help you plan, optimise, deploy and manage your network environment and Next Generation Government solutions so that you get the full benefit of the intelligence built into Telstra’s world-class networks.

We offer a complete transition service, including everything from day-to-day network operations to strategic planning and optimisation. You can adjust the level of service and payment structure to suit your network environment and Next Generation Government project engagement framework to help achieve your project goals on time, within budget and with less risk. We span the project lifecycle - from project scoping and definition right through to final delivery.

Deployment and Integration

To help ensure your solution performs at peak and that your migration is smooth, we provide integration across your network, your applications and the Telstra networks.

Service Desk

Enjoy the peace of mind that comes from a 24/7 Service Desk offering a single point of contact for your support services and service request fulfilment.

Service Operations

Let us help maintain your networks, applications and services at peak performance through comprehensive daily technical support, maintenance, monitoring and management.

Service Improvement and Reporting

To guide your network planning, resourcing, investment and service improvement, Telstra offers dedicated, proactive technicians who use world-class performance tools. You will also enjoy comprehensive reporting on performance, activity and service utilisation.
Telstra has some of the world’s smartest networks. Take advantage of them.

Telstra’s framework for Next Generation Government is underpinned by the Telstra Next IP™ network and the Next G™ network. Together they create Australia’s largest and fully integrated national IP network, a world-class platform that can help your government agency realise the full potential of Next Generation Government.

Reach more Australians
The Next G™ network is fully integrated with the Telstra Next IP™ network. The Next G™ network extends your reach to 99% of the population and more people in more remote areas.*

With such extensive coverage you can be confident that your staff can communicate and collaborate effectively, respond quickly and access and update information on the go. You can also rapidly connect to and establish new offices and locations right across Australia without the complexity and cost of working with multiple providers.

And most importantly, you can ensure greater equity of access for all Australians when extending network-based services or opportunities for stakeholder and community engagement.

Deliver more reliable services
Our network has built in a high level of security and maintaining capability within the infrastructure at every layer, across all technologies. As a result, the Telstra Next IP™ core network provides 99.999% target reliability.

Telstra’s ASIO T.4 certified Telstra Security Operations Centre along with the Global Operations Centre provide 24/7 visibility into your network’s activity. Using advanced tools we can detect threats and prevent network problems often before they happen and respond rapidly to restore services in the event of disruption. We also provide proactive 24/7 monitoring through our world-class Managed Network Operations Centre (MNOC) and Global Operations Centre (GOC).

With carrier-grade network protection and uptime you can confidently transmit near real-time video, voice, data, IM, presence and Global Information System (GIS) with the performance and availability you need to keep online services, communications and collaboration connected and functioning at peak. Bandwidth on demand and Quality of Service ensure priority for your mission-critical applications.

You can also improve interoperability and information-sharing between your agency and others with a cost-effective common architecture that supports shared services, virtualisation and cloud computing. And because the Next G™ network is the largest and fastest national mobile broadband network in Australia, government communications, video streaming and file uploads from mobile devices are quicker and more efficient.

Keep information secure
Telstra’s Government Data Centre provides highly secure hosting for government customers. It is a defence-compliant, T.4 certified facility with connections to the Federal Government ICON network and a certified shared Internet gateway.

Because Telstra is able to provide visibility through the network from the core network infrastructure (Layer 1) right up to the applications (Layer 7) we can secure the entire chain of communications and transactions between the government agency’s ICT and the public.

This enables you to store confidential citizen data for new online-based services with the highest levels of security.

* Using other mobile networks, Next G™ network coverage depends in part on where you are, what particular device you are using and whether your device has an expected area of blind spots. For more on what areas the Telstra Next G™ network covers in your area, visit our coverage maps, available on http://www.telstra.com.au/mobile/networks/coverage/maps.cfm

Telstra provides the convenience of a single provider able to provide feature-rich solutions that meet all of your procurement requirements. We offer a broad range of purchasing models including pay-as-you-go for cloud computing to help stretch budgets further and free you from the capital costs of investing in your own solutions.

We provide government agencies with more than a procurement agreement that meets your needs today. We can also show a design and hardware pathway that allows your organisation to move toward Next Generation Government at your own pace with low capital expenditure and risk.

More than an agreement, it’s a partnership
We will establish a strong partnership between Telstra and your agency to drive service level improvements and innovation in the way that you use ICT. We can establish a joint steering committee to oversee service and contract issues.

Easy management and reporting
A single point of contact makes it easy for you to liaise with us and monitor performance according to agreed Service Level Agreements. We relieve you of the burden of management by working to ensure your network service is available to the agreed service levels, monitoring its operation and reporting on performance and capacity utilisation. We also manage your assets throughout their lifecycle.

Fast problem resolution
If a fault does occur, a single point of contact service desk is accountable for quickly resolving the incident and keeping you informed. It’s fully backed by our experienced technical support teams to provide prompt, professional resolution.

Flexible contracts
With Telstra you can negotiate a contract with optional extension periods to suit your exact needs, ensuring that you have stability and continuity irrespective of changes negotiated to other government contracts.

Rigorous financial management
With Telstra as a strategic supplier you will enjoy billing and accounting systems that integrate with yours and systems that are auditable, transparent and cost-efficient. We also offer cost-centre billing and online reporting so that you can manage and reconcile costs within your agency.

Consolidated procurement
Whether you’re buying for one or a number of government agencies, Telstra procurement allows all organisations to leverage the same rates as part of a co-ordinated approach that reduces rates as volumes increase. You also benefit from

- Preferential pricing for fixed voice calls
- A bonus technology fund for agencies that procure fixed and mobile voice and data
- A percentage discount on mobile voice and data
- Regular fixed voice price reviews
- Staff and family access to a corporate staff mobile plan with discounts on a wide range of call rates
- Innovative call rates for voice calls between fleet devices
- Rewards for increases in use and inventory

Sustainability
Telstra has developed sophisticated ROI tools to help organisations quantify sustainability benefits accurately. We also have vast experience in planning, deploying and managing ‘carbon smart’ solutions for government customers.
THE TELSTRA ADVANTAGE

Next Generation Government can be delivered through a world-class portfolio of Telstra Next Generation Services™.

We bring together the people who build and monitor Telstra networks with the people who build your solution, working to minimise the risk of inefficiency and downtime in a way that’s just not possible when you have diverse service and solutions teams.

And your solutions perform at peak because they’re correctly designed, tuned, integrated and optimised for the Telstra networks.

• Interoperability between Telstra networks and your applications enables a smooth operational experience and information sharing.
• Our engineers, product specialists and support personnel are the most experienced at designing, building and implementing mission-critical communication requirements.
• We have demonstrated experience supporting mission-critical networks, business-critical networks and public access networks (wireline and wireless).
• We also have extensive experience and capability in mobility applications, enabling us to integrate your field communication tools into your network.
• Telstra’s network capabilities are more available and secure, with the first Global Operations Centre of its scale providing 24/7 monitoring and maintenance. Using advanced tools we can detect threats, often prevent network problems before they happen, and rapidly restore services in the event of disruption.

ABOUT TELSTRA

Telstra provides network services and solutions to more than 200 of the world’s top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth.

Telstra Next Generation Services™ give you the best of all worlds – the extensive skills and capabilities of our people and a rich portfolio of services delivered on our world-class Telstra Next IP™ network and Next G™ network – Australia’s largest fully integrated national IP network. To ensure reliable performance, Telstra solutions are monitored and maintained from dedicated centres by experts using advanced systems and processes. Experienced professionals help you deploy, integrate and manage them, ensuring they work seamlessly with our networks and yours to deliver superior return on investment. And we provide a low risk path to new business models with an innovative product roadmap developed in partnership with Cisco Systems and Microsoft.

Our capability is your peace of mind, with every solution backed by one of Australia’s largest and most qualified field and technical workforces and Telstra Enterprise-grade Customer Service™. In fact, our service standards are so exacting they’ve earned us full International Customer Service Standard certification and several awards, including the Customer Service Institute of Australia’s prestigious national Best of the Best award in 2009.

FOR MORE INFORMATION
CONTACT YOUR ACCOUNT EXECUTIVE
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OR CALL 1300 TELSTRA (1300 835 787)

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